GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3123
ANSWERED ON:16.03.2016
Work Contract
Charitra Shri Ram

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether complaints regarding employers giving Indian workers short shrift and agents duping them are on the rise in foreign countries, especially in the Middle-East;

(b) if so, the details thereof;

(c) whether to end such menace, the work contract can now be signed in five Indian languages; and

(d) if so, the details in this regard and the additional steps taken by the Government to sensitize the workers regarding their rights abroad?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) & (b) As per information made available to this Ministry by the Indian Missions/Posts in ten Middle East countries, including six GCC countries, there is no general pattern to indicate an increase in complaints against foreign employers by Indian workers in these countries. Details of complaints received by the Indian Missions/posts in these countries during the last three years are at Annexure-I. There has been no rise in the number of complaints received against recruiting agents also, over the same period. The details of complaints received against registered and unregistered recruiting agents during the last three years are given in Annexure-II.

(c) At present, the work contract is signed only in English in all Middle East countries except United Arab Emirates (UAE). UAE Government has recently approved providing the work contract in nine more foreign languages, other than Arabic and English, which inter-alia includes Hindi, Malayalam, Tamil & Bengali.

(d) Steps taken by Government to sensitize the workers regarding their rights abroad are as under:-

(i) As per the Rule 10(xiv) of the Emigration Rules, 1983, the registered Recruiting Agents are inter-alia mandated to provide details of employment, including contract conditions, to the intending emigrants before recruitment.

(ii) The Ministry runs Awareness Campaigns in print and electronic media from time to time to educate potential emigrants about benefits or hazards of legal and illegal migration respectively.

(iii) A 24X7 toll-free helpline viz. Overseas Workers Resource Centre (OWRC) [No. 1800 11 3090] has been set up in Gurgaon, Haryana, to enable emigrants & prospective emigrants to seek information prior to travel and also file complaints against Recruiting Agents/Foreign Employer, after/before emigrating.

(iv) UAE is one of the top destinations for number of Indian workers going to Middle East countries. Additional measures taken by the Indian Mission in UAE to create awareness among Indian emigrants are at Annexure-III.